



New Orleans Health Department

City of New Orleans

New Orleans Health Department

Mission & Vision Statement

Mission Statement

*Protect, promote and improve the health of **all** where we live, learn, work and play*

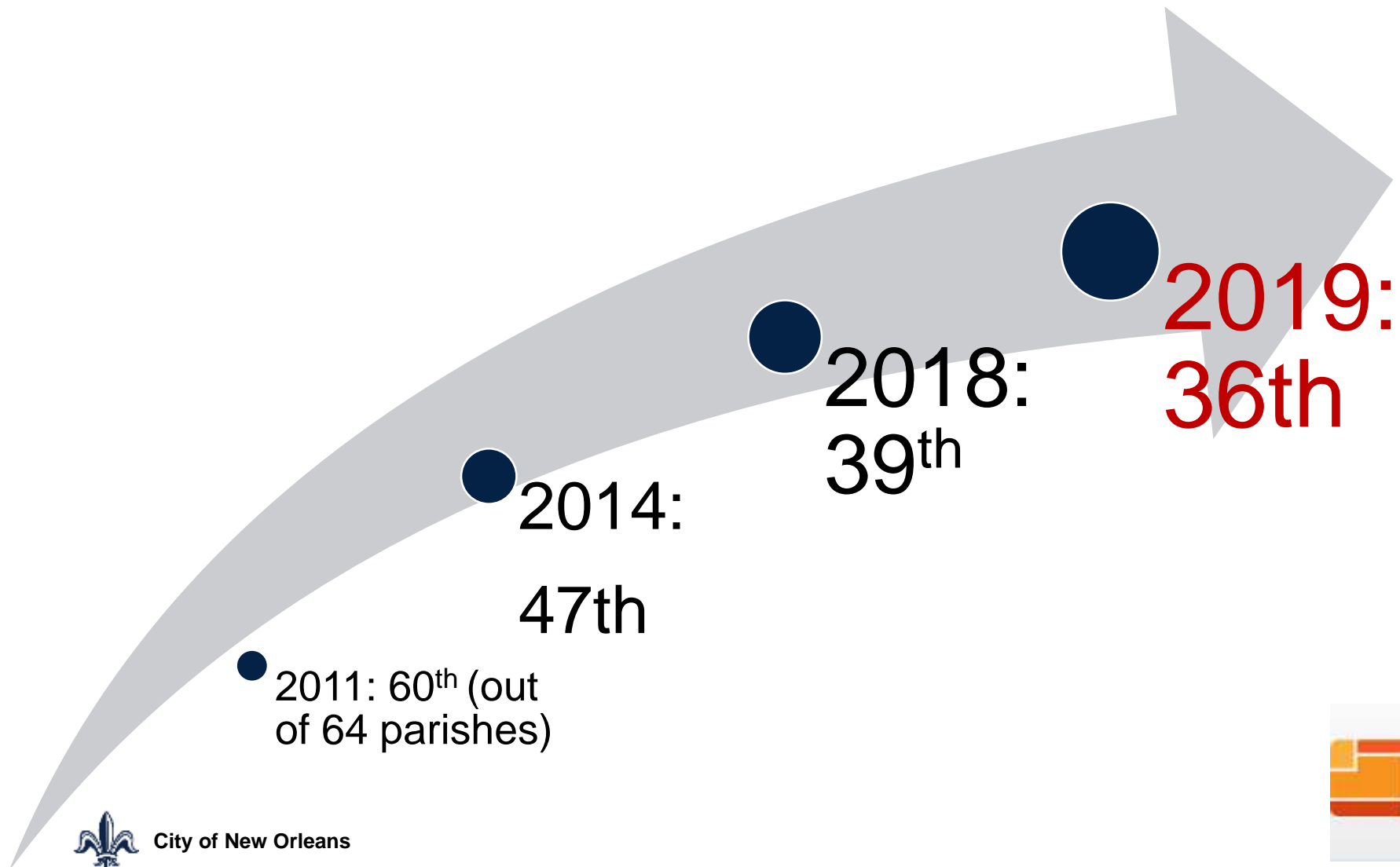
Vision Statement

*Build a healthy New Orleans through **equitable** social and environmental conditions and through **policies, programs and partnerships** that promote health*



Health & Wellness of our Community

Orleans Parish is steadily improving in County Health Rankings



County Health Rankings
Mobilizing Action Toward Community Health

Health & Wellness of our Community

2018 and 2019 Initiatives

- **EXPANDING TO MEET COMMUNITY NEEDS:** Four NOHD programs expanded services to the Westbank in the Arthur Monday Building. Reoccupying Arthur Monday will bring a sense of community back to this building and neighborhood (70114), and allow for efficient and coordinated service delivery across program
 - WIC
 - HSNO
 - Healthcare for the Homeless
 - Cure Violence
- **COMMUNITY HEALTH ASSESSMENT COMPLETED:** Exhaustive, yearlong process to determine issues and areas of most need in our community, and direct NOHD's strategic planning process to address these most efficiently
 - Re-accreditation application completed; NOHD was one of the first health departments to achieve accreditation, and look forward to the next 5 years
- **MOVIN' WITH THE MAYOR CITYWIDE STEPS CHALLENGE**

Vulnerable Populations

Healthcare for the Homeless provided comprehensive primary healthcare services (medical, dental, and behavioral health) to over 4,000 homeless, uninsured and underinsured patients

- Achieved Centers for Medicare & Medicaid Services (CMS) Certification as a Counselor Designated Organization (CDO).
- Awarded the HRSA 2018 Expanding Access to Quality Substance Use Disorder and Mental Health Services (SUD-MH) funding opportunity.
- Expanded the HCH Uniform Patient Referral System (UPRS) to 11 community-serving organizations.
- Selected as an honoree to receive the Excellence in Treatment Award from the Council on Alcohol and Drug Abuse of Greater New Orleans' (CADA).
- Formerly Incarcerated Transitions (FIT) Clinic now housed within HCH to serve ex-offenders



Vulnerable Populations

Homeless Outreach

- Coordinated weekly multi-departmental outreach and cleaning sweeps of homeless areas, engaging **2091** individuals
- Supported opening and operations of the City's Low-Barrier Shelter
- New ordinance passed to allow for more efficient timing of outreach efforts
- **Comprehensive long-term plan** for the homeless in development, led by a public health perspective
- Re-engagement of the **faith-based community** and partner service organizations for a coordinated effort



Behavioral Health & Substance Abuse

Current and New Initiatives

- Law Enforcement Assisted Diversion (LEAD)
 - Program became fully staffed and moved into office space at old VA pharmacy
 - Arrest diversion referrals and social contact referrals are now being accepted from NOPD's 8th District
 - Program is currently working with 23 participants; NOPD has recently provided a new list of candidates
- Opioid Survival Connection
 - Staff hired and MOU with UMC executed, program allowing program to become operational
 - 55 persons have been referred to the program to date, either through UMC ED or street outreach
- Behavioral Health Council
 - Hosted 2d Annual Behavioral Health Forum in July and four evening panel discussions in August
 - Work groups meet regularly
- Opioid Task Force
 - OTF has resumed regular meeting schedule and established four subcommittees to address various aspects of the opioid crisis
- New in 2019
 - Assisted Outpatient Treatment program – will connect seriously mentally ill patients to intensive resources to help them with medication and therapeutic compliance, and reduce likelihood of incarceration
 - Sobering Center (scheduled opening 8/1/2019) – will provide inebriated individuals a safe place to sober and 24/7 linkages to long term substance abuse resources

Cure Violence

Violence as a Public Health Issue

- New model of violence intervention & prevention introduced at 2018 Night Out Against Crime
- \$500,000 grant was awarded to “train the trainers” in schools on trauma-informed practices. \$18,000 Amnesty International grant (October 2018) was awarded to improve and expand services of Cure Violence New Orleans.
- School Adoption Initiative: two local schools (secondary and elementary) have been identified and adopted for the 2018-2019 academic year conducting group sessions: Effects of Gun Violence, Conflict Resolution, Bullying and Decision Making
- Criminal Justice System: A partnership with the Youth Study Center was established to implement weekly visits for peer support group; additional partnership with Criminal Court Judges was established for Cure Violence to serve as a means of support and intervention for targeted population.
- University Medical Center: Hospital Crisis Intervention Team responds to gunshot wound victims – now ages 26 and younger – at the time of injury to intervene with patients and families and offer program services and support.
- Community Engagement: average of **1000+** citizens engaged each month through neighborhood symposiums, community events; city wide Peace Fest 2018 and MLK march

Domestic Violence & Sexual Assault

▪ Blueprint for Safety

- Hired Blueprint for Safety Interagency Coordinator.
- Created and hired for new position, Blueprint for Safety Legal Advocate.
- Facilitated two text analyses of NOPD police reports.
- Held three meetings of the Mayor's Domestic Violence Working Group.
- Hosted a site visit by Praxis, International, our Blueprint for Safety technical assistance providers. Site visit focused on language access assessment and included focus groups, police ride-a-longs, practitioner interviews, among other activities.

▪ Domestic Violence

- Presented to City Council for Domestic Violence Awareness Month.

▪ Sexual Assault

- Facilitated presentation to City Council of community partners focused on sexual assault prevention for Sexual Assault Awareness Month.
- Collaborated with the New Orleans Public Library on a public awareness program for Sexual Assault Awareness Month.

▪ Training

- Trained two groups of 911 recruits on domestic violence and sexual assault response.
- Provided training on fundamentals of domestic violence and sexual assault for Healthcare for the Homeless staff.
- Held Domestic Violence Informational Session for City employees.
- Developed model standard operating procedures pertaining to domestic violence for NOPD's district social workers.



Child & Family Health



- **Healthy Start New Orleans (HSNO)** awarded \$1,070,000 to improve health outcomes before, during, and after pregnancy; and, to reduce racial and ethnic disparities in rates of infant death as well as negative health outcomes in the first 18 months of life.
- Second year of funding awarded (\$215,969) for an LGBTQ Health Initiative.
- NOHD serves as the convener for the City's Maternal and Infant Health Initiative in partnership with UnitedHealthcare.
- HSNO awarded a \$749,124 (three-year) grant to provide direct services and support to pregnant women addicted to opioids.
- Successful **Fatherhood Initiative** to engage dads across the City

Child & Family Health



- NOHD WIC clinics saw 55,000 visits
 - NOHD clinics consistently provide WIC services to approximately 25% of Region 1 WIC participants.
- Code for America Text Messaging Pilot
 - The WIC State Agency recommended NOHD WIC sites for an appointment reminder text messaging pilot with a non-profit (Code for America).
 - They are also working with LA Medicaid and LA SNAP. The pilot started in April 2019 and is currently underway.
 - As of April 26, 2019, 337 WIC participants have received text messages inviting them to opt-in to the program.
 - It does appear the text messages are effective in reducing our missed appointment rate.

Healthy Environments

- Bystander Training developed and implemented around the city to educate residents on *hands-only CPR*; *opiate overdose reversal*; and *bleeding control techniques*
- Continuous monitoring of sound and noise issues; climate impact on health; unhealthy dwellings
- Participation in CleanUpNOLA initiative
- Operation of Safe Routes to School Initiative and Bike Safety education events

Infectious Diseases & Emerging Threats

- HIV – initiated & promoted local “U=U” campaign in coordination with Fast Track Cities Initiative
 - 34% decrease in HIV diagnoses in NOLA
 - 41% decrease in advanced AIDS in NOLA
- Hepatitis A
 - Vaccinated over **600** high-risk individuals on the street, in shelters, and HCH clinic
 - NO cases or outbreaks present in NOLA, unlike many other urban areas
- Hepatitis C
 - Emerging partnership with the LA Department of Health to bring free curative treatment to thousands of citizens with chronic Hep C over the next 4 years
- Flu vaccination events in partnership with the State
- Continued surveillance and education on other diseases such as Zika, West Nile Virus, Measles

Emergency Preparedness

- Continuous monitoring & updating of Special Needs registry
 - Approximately 4,000 individuals are currently on the registry
- In partnership with EMS and Red Cross, staffed Mardi Gras first aid tents
 - Served 826 individuals (16 percent increase)
 - Utilized more than 2,761 volunteer hours
- Operated multiple heat and freeze shelters
- Directed successful family reunification process during city-wide mass casualty drill

